PROPOSAL EVALUATION WORKSHEET (CONSENSUS)

EVALUATION FACTOR: INFORMATION TECHNOLOGY SERVICES PLAN (RATED)

PROPOSER: MBCR

DATE: 9/11/2013

CONSENSUS RATING: Acceptable

NARRATIVE SUMMARY: The Proposer met the stated criteria for the Information Technology Services Plan. A number of minor and correctable weaknesses were identified. Most notable was the proposer's lack of clear demonstrated understanding of credit card security standards (PCI-DSS). The Proposer's IT organizational structure and size pose execution risks for the work needed to comply with the standards proposed. The Proposer's choice to outsource data center and helpdesk operations is both cost effective and well defined. The Proposer did not clearly describe how application and data interfaces would be delivered and seemed to propose limits to the scope of MBTA's oversight of IT-related changes.

Objective:

The following are the objectives for the Information Technology Service Plan evaluation factor:

1) To identify Proposers that demonstrate ability to operate a professional information technology (IT) organization that follows and complies with industry best practices, uses metrics to monitor and improve performance, and successfully operates, maintains, and upgrades the full suite of IT systems and elements needed for delivery of the Commuter Rail Operating Agreement services and the Commuter Rail IT Environment;

2) To identify Proposers with experience complying with standards and best practices including PCI-DSS (Payment Card Industry-Data Security Standard);

3) To identify Proposers with a proven approach to sharing data and system access with customer/agency management in a timely fashion to support contract oversight and planning functions; and

4) To identify Proposers with a high level of ability (i) assessing and managing risks within a complex IT organization involving legacy components and new technology, and (ii) finding creative solutions to ensure efficient and uninterrupted operations.

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Evaluation Criteria:

The Proposer has demonstrated the ability to develop, implement, operate, maintain and upgrade an IT organization and related systems and elements, all in compliance with industry best practices. The Proposer has demonstrated its experience in complying with various best practices including, but not limited to, PCI-DSS. Furthermore, the Proposer has demonstrated reliable approaches to ensuring full data and system access with agency management to ensure proper oversight and monitoring, as well as the ability to ensure efficient and interrupted operations consisting of both legacy systems and new technology.

Instructions:

Evaluators must rate each requirement outlined in the table below as one of the following: (i) Exceptional; (ii) Good; (iii) Acceptable; (iv) Potential to Become Acceptable; or (v) Unacceptable. Please note the following explanations when rating each requirement:

1) A rating of Exceptional is appropriate when the Proposer has demonstrated an approach that is considered to significantly exceed stated criteria in a way that is beneficial to the MBTA. This rating indicates a consistently outstanding level of quality, with very little or no risk that this Proposer would fail to meet the requirements of the solicitation. There are no weaknesses.

2) A rating of Good is appropriate when the Proposer has demonstrated an approach that is considered to exceed stated criteria. This rating indicates a generally better than acceptable quality, with little risk that this Proposer would fail to meet the requirements of the solicitation. Weaknesses, if any, are very minor. Correction of the weaknesses would not be necessary before the Proposal would be considered further.

3) A rating of Acceptable is appropriate if the Proposer has demonstrated an approach that is considered to meet the stated criteria. This rating indicates an acceptable level of quality. The Proposal demonstrates a reasonable probability of success. Weaknesses exist but can be readily corrected through requests for Clarification or Communications.

4) A rating of Potential to Become Acceptable is appropriate if the Proposer has demonstrated an approach that fails to meet stated criteria as there are weaknesses, but they are susceptible to correction through Discussions. The response is

considered marginal in terms of the basic content and/or amount of information provided for evaluation, but overall the Proposer is capable of providing an acceptable or better Proposal.

5) A rating of Unacceptable is appropriate if the Proposer has demonstrated an approach that indicates significant weaknesses and/or unacceptable quality. The Proposal fails to meet the stated criteria and/or lacks essential information and is conflicting and/or unproductive. There is no reasonable likelihood of success; weaknesses are so major and/or extensive that a major revision to the Proposal would be necessary.

Ratings for each requirement must be recorded in the associated Rating column, and a detailed explanation of why a particular rating was given to a requirement must be recorded in the associated Comments/Justification for Rating column. The Appendix B Section column identifies relevant sections of Appendix B (Operations and Management Proposal Instructions) to the Instructions to Proposers.

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Requirement No.	Appendix B Section	Requirement	Rating	Comments/Justification for Rating
1.	B10.2(A)	The Proposer shall provide an Information Technology Services Plan that describes in detail the Proposer's approach to providing the IT services described in the Contract including, but not limited to, Schedule 3.16 (Information Technology Requirements) of the Commuter Rail Operating Agreement. Elements of that Plan shall include, but not be limited to, proposed approaches to the following: 1. Delivering application and data interfaces; 2. Maintaining source code escrow; 3. Sustaining and/or transitioning the existing IT environment during mobilization; 4. Replacing and upgrading IT systems to keep the same in a state of good repair; 5. Tracking and escalating issues; 6. Understanding and utilizing new technologies such as RFID (radio frequency identification);	**Acceptable**	**The Proposer met the stated criteria for the Information Technology Services Plan. A number of minor and correctable weaknesses were identified and are described below.** **The Proposer's IT management team had a one-over-one organizational structure, which the evaluation team does not consider optimal. Additionally, given IT's role in supporting the commuter rail operation overall, reporting to the GM may have been more appropriate than to the CFO (as is proposed).** **The Proposer did not demonstrate an understanding of the importance of open information sharing with the MBTA through system and data interfaces. While the Proposer provided information about a general Systems Development Lifecycle, specifics were not given about how this would be applied to application and data interfaces. Additionally, the Proposer's description of how MBTA staff would be provided access to Operator IT environment resources did not describe how security and authentication would be handled.** **The Proposer's choice to outsource data center operations was well thought-out. The Proposer did not explain how software licenses and related assets, which are part of the IT environment, would be transitioned. The Proposer described how hardware systems would be refreshed but did not provide details about how**

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Requirement No.	Appendix B Section	Requirement	Rating	Comments/Justification for Rating
		7. Documenting the IT environment; 8. Managing an IT organization and staff; 9. Conducting regular reviews and meetings with the MBTA; 10. Complying with MBTA and other applicable standards; 11. Applying sound change management, project management, and configuration management practices; 12. Operating an IT service center and responding to and repairing reported problems; 13. Performing root cause analyses; 14. Developing and implementing IT asset lifecycle plans; 15. Implementing a quality assurance program;		**applications would be kept in a state of good repair. In describing how to handle applications or systems which are reaching the end of their supported period, the Proposer indicated that stopping use of the applications was one alternative that would be used. The MBTA required that applications not be "sunset" until a suitable replacement had been found.** **The Proposer offered a detailed explanation of how issues would be captured, tracked, and escalated internally, but their illustration of that process did not describe how the MBTA would be notified or involved in that business process.** **There was no indication in the Proposer's response of a plan for possible future deployment and use of RFID (radio frequency identification) technology.** **The Proposer clearly described a methodology for documentation collection in general but did not demonstrate a full understanding of documentation requirements as they related to PCI-DSS (Payment Card Industry-Data Security Standard) compliance. Specifically, the Proposer appeared to incorrectly interpret their role to be that of a merchant, rather than as a provider to the MBTA using the MBTA's merchant identity. The Proposer also did not make an unequivocal commitment to comply with PCI-DSS (Payment Card Industry-Data Security Standard) at all times.**

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Requirement No.	Appendix B Section	Requirement	Rating	Comments/Justification for Rating
		16. Performing monitoring and reporting of performance of IT functions and complying with service level agreements; 17. Providing appropriate and timely access to MBTA to Operator IT staff and systems; and 18. Negotiating and managing contracts with IT suppliers responsibly and by seeking the best value at all times.		**The Proposer referred several times to adherence to Project Management Institute (PMI) standards for project management, but did not commit to employing PMI-certified project managers or staff. The Proposer agreed to the MBTA's requested approach for ongoing in-process review meetings but limited the scope of such reviews to "significant changes," a phrase which is not defined either in the RFP or the proposal and suggests limits the MBTA's oversight. Finally, the Proposer did not mention compliance with ISO (International Organization for Standardization) standards in its description of its quality assurance program.**
2.	B10.2(B)	The Proposer shall: (i) identify those portions of the information that it provided in response to B9.2(A)(1) – (18) of Appendix B that it considers to be innovative, best practice, beneficial to MBTA Customers and/or cost efficient, and (ii) submit information supporting or otherwise validating its position that said portions are innovative, best practice, beneficial to MBTA Customers and/or cost efficient.	**Acceptable**	**The Proposer's use of Information Technology Infrastructure Library (ITIL) and PMI standards will require significant resource commitment and the proposed IT organization structure and size poses execution risks. Help desk and data center outsourcing are cost-efficient choices. None of the ideas proposed are particularly innovative.**

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